

East Region

CQI Program Regional Structure

Regional Description

Our Region which is comprised of eight rural counties: Anderson, Campbell, Loudon, Monroe, Morgan, Roane, Scott, and Union with our Regional Office being located in Anderson County. Our eight counties stretch from the Kentucky border to the North Carolina border. You can experience a plethora of landscapes of breathtaking natural beauty to the very cutting edge of science and technology. People travel from afar to take in the natural beauty that our area has to offer throughout the year, but especially in the fall. Our area provides every opportunity for any outdoor activity available. Our Region is rich with dams, lakes, rivers and waterways throughout the Region and hosts fishing tournaments that Anglers participate in each year. There are several State Parks in our region for example, Frozen Head, Indian Mountain, Big Ridge and Norris State Park and Dam which is only a few minutes from our Regional Office in Clinton. You can not mention the lakes and dams in East Tennessee without mentioning TVA's part in their creation and the advancement in the creation of cheap electricity for our rural communities. Lastly because of East Tennessee's obscure location, Oak Ridge, now known as the Secret City, became the ideal location for the uranium enrichment facilities of the Manhattan Project.

We have approximately 180 employees in our Region stationed in different county offices within the region. We have 24 Team Leaders, 4 Team Coordinators, a Deputy Regional Administrator and our Regional Administrator. Our Region is ultimately dedicated to the safety, permanency and well-being of our children through a more customer focused environment; and we strive for our practice to continuously improve as we involve more of our community partners. Our Region uses data extensively as a base for self-evaluation and we plan and act to improve our practices for better outcomes for our children and families that we are here to serve.

Leadership CQI Workgroup(s)

Core Leadership Team Meeting

Our Region has a Core Leadership Team Meeting the first Monday of each month to share vital information from central office, for training and development and discuss different regional data. Data covered in these meetings are the CPS Overdue reports, Priority response reports, Face to Face reports, Parent-Child Visitation report, EPSD&T reports, QSR reports, RMS, IV-E Data and any other data relevant at the time. The Risk Management Matrix is also discussed in this meeting as well. Although participation is open to anyone in the region, team leaders are required to attend and share information gained from this meeting to their teams through their own staff meetings. Community partners are invited to come in to discuss different programs and services they have available to customers in our area.

Core CQI

Our region has Core CQI meetings which happens the second Monday of each month. If any of our county or other team meetings within the region feel the need to send any issue up that they could not resolve, we encourage them to send their issue to our core CQI team that meets on this day. We also encourage members from any of the other regional team meetings to attend this meeting as well to

encourage communication around what is happening in other CQI meetings in the region. Serious incident reports and placement exception requests data are reviewed at this meeting along with any data presented as an issue from any other CQI meeting.

Quality Practice Team

Quality Practice Team meets every third Tuesday of each month. This team consists of leadership across disciplines within the region. They have been able to identify and create appropriate trainings for the region as well as identify future needs. They are partnering with community partners as crisis management teams were created out of QPT such as SS training and CPS training came out of QPT; gang training, NAS training to RPS (which impacted Knox and SM) and drug training offered to team. This team also reviews the results of QSR and work on next steps to improve scores around those problem indicators that were identified during the process.

CQI Workgroups**Cross Functional/In Home Tennessee Team**

This team meets Quarterly to drive that collaboration and communication with our community partners. This team consists of leadership, resource management staff, CANS coordinator, CQI Coordinator, Well-Being staff, and different private providers that the department works with. They discuss issues from different needs regarding placements for our children in relation to the data around our entries and exits to A&D work groups, and training. And how we can possibly work on helping our families and prevent the department getting involvement in their lives. This team routinely reviews the face to face data, the parent child visitation report, the Chapin Hall data and the PBC data.

Regional Cluster Meetings

This meeting focuses on a lot of cross training for everyone across all disciplines. Someone from each discipline in the department is going to give a presentation on new information and activities in their program area. Partners from the community are always invited to share what services they may provide or training around specific issues that they may see trending in the area. COA Readiness and case specific reviews are discussed at these meeting as well.

Well-Being Meeting

This team meets quarterly and is composed of the Regional Nurse, Psychologist, Education Specialist, Independent Living Specialist, Health Advocacy Representative, and the CANS consultant. They continue effort to improve the well-being of our children we serve by addressing their physical, mental, educational and independent living needs.

County Office Meetings

Members of these meetings are usually someone from every discipline within the office where that meeting is happening, with the office TL usually facilitating. These meetings are held to deal with the many difficulties that come up in the day to day casework in each office to keep each office safe for our employees, families, and community members. Some teams meet individually by program area such as Foster Care, JJ, or CPS and smaller counties meet as one team with all programs areas included.

Resource Parent Meetings

Resource Parent Meetings are held in the counties on a monthly basis and then quarterly on a larger scale. Members participating in these meetings are active foster parents in the regions, resource

parent support staff and other DCS staff. They cover issues that our resource parents deal with such as getting clothing allotments, making sure good communication is happening between the RMU unit and the resource parents regarding numbers etc. and the need for different training opportunities such as dealing with de-escalation that could possibly salvage a number of placements. Recruitment and retention plan data is reviewed in these meetings.

Regional CQI Schedule

CQI Workgroup	Regular Meeting Time	Facilitator	Scribe
CLTM	First Monday Monthly	RA or DRA	TBA
Core CQI	Second Monday Monthly	RA /CQI Coord	TBA
QPT	Third Tuesday Monthly	Hailey Mullins	Marcy Martin
Cross Functional/In Home Tennessee	Quarterly Third Wednesday Monthly	Patricia Trentham	TBA
Well Being	Quarterly	Sonya Bates	Varies
County Cluster Meetings (All disciplines)	Quarterly	Regional Leadership	TBA
Resource Parent Meeting	Quarterly	RMU Staff	TBA
County Office Meetings/Team Meetings including all disciplines within the department driven by the FSW's	Quarterly	TBA	TBA